



Australian Government

Assessment Requirements for MSS025004 Provide environmental information to customers

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS025004A Provide environmental information to customers

Performance Evidence

Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:

- providing environmental information to at least three (3) different customers
- applying workplace procedures for the receipt of information requests, release of information and record keeping
- analysing and prioritising requests for information
- seeking advice when requests for information are unclear or are beyond scope of competence/responsibility
- locating and organising relevant information from a range of sources
- supplying accurate, reliable information that meets the customer's needs and uses language, style and format that is readily understood
- preparing written documents that are free from spelling, grammatical and formatting errors
- providing authorised information within the expected timeframe and confirming the client's understanding
- maintaining security and confidentiality of information in accordance with workplace procedures.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- common sources of environmental information
- environmental protection/management terminology, concepts and principles
- site/project/program characteristics and the nature of activities
- environmental legislative/regulatory requirements relevant to site/project/program within scope of responsibility
- workplace environmental management plans, procedures, control measures and management actions for site/project/program within scope of responsibility
- environmental management values, environmental issues, risks and impacts for site/project/program
- workplace procedures for the receipt of information requests, release of information and record keeping.

Assessment Conditions

- Judgement of competence must be based on holistic assessment of the evidence. Assessment methods must confirm consistency of performance over time, rather than a single assessment event.
- This unit of competency is to be assessed in the workplace, or a simulated workplace environment. A simulated workplace environment must reflect realistic operational workplace conditions that cover all aspects of workplace performance, including the environment, task skills, task management skills, contingency management skills and job role environment skills.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process such as workbooks, written assessments or interviews (provided a record is kept in each case).
- Holistic assessment methods include:
 - review of environmental information provided by the candidate to at least three (3) different customers
 - feedback from supervisor and/or customers that the candidate consistently provides timely information which meets their needs
 - oral and/or written questions to assess the candidate's knowledge of environmental management terms, principles, legislative/regulatory requirements, workplace environmental management plans, policies and procedures.
- Access is required to workplace documentation, procedures, and specifications associated with this unit including, but not limited to:
 - site/project/program history
 - relevant legislation, codes, standards, workplace environmental management policies, plans, strategies, procedures and checklists
 - access to a computer, internet, data sets, workplace information management system and reports.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing environmental monitoring, management or technology related services about performing the competency being assessed within the last twelve months.

Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>